

The Influence of Hard Skills, Soft Skills, Spiritual Skills and Organizational Commitment on Professionalism

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ABSTRACT

This research aims to determine and explain the influence of Hard Skills, Soft Skills, Spiritual Skills, and Organizational Commitment on the professionalism of employees at Puskesmas Grogol Sukoharjo. This research uses a descriptive quantitative method. The quantitative data for this research consists of respondents' opinions in the questionnaire. This research was conducted at Puskesmas Grogol, Sukoharjo Regency, located at Jalan Raya Grogol No 47 Grogol, Sukoharjo Regency, in December 2024 - January 2025. The location was chosen with the consideration that the Grogol Health Center, Sukoharjo Regency, had not been used for the same research and the suboptimal performance of the staff. The population of this study consists of 120 employees of the Grogol Community Health Center, Sukoharjo Regency. The sample taken for this study is a portion of the employees of the Grogol Community Health Center, Sukoharjo Regency, totaling 36 employees. In this study, the sampling technique used is non-probability sampling with the technique taken being simple random sampling with a simple proportion approach, namely 30% of the total population. The data analysis technique uses the Multiple Linear Analysis method. Based on the research results, there is an influence of Hard Skills, Soft Skills, Spiritual Skills, and Organizational Commitment on the Professionalism of Grogol Sukoharjo Health Center Employees. It can be concluded that based on the calculations, an adjusted R square value of 0.619 was obtained. This means that the variables of hard skills, soft skills, spiritual skills, and organizational commitment contribute to professionalism by 61.9%, while the remaining 38.1% is explained by other variables not included in this study.

Keywords: Professionalism, Hard Skills, Soft Skills, Spiritual Skills, Organizational Commitment, Puskesmas Employees.

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menjelaskan pengaruh *Hard Skill*, *Soft Skill*, *Spiritual Skills*, dan Komitmen Organisasi terhadap profesionalisme karyawan di Puskesmas Grogol Sukoharjo. Penelitian ini menggunakan metode kuantitatif deskriptif. Data kuantitatif untuk penelitian ini terdiri dari pendapat responden dalam kuesioner. Penelitian ini dilakukan di Puskesmas Grogol, Kabupaten Sukoharjo, yang berlokasi di Jalan Raya Grogol No. 47 Grogol, Kabupaten Sukoharjo, pada Desember 2024 - Januari 2025. Lokasi dipilih dengan pertimbangan bahwa Puskesmas Grogol Kabupaten Sukoharjo belum dimanfaatkan untuk penelitian yang sama dan kinerja staf yang kurang optimal. Populasi penelitian ini terdiri dari 120 pegawai Puskesmas Grogol, Kabupaten Sukoharjo. Sampel yang diambil untuk penelitian ini merupakan sebagian dari pegawai Puskesmas Grogol Kabupaten Sukoharjo yang berjumlah 36 pegawai. Dalam penelitian ini, teknik pengambilan sampel yang digunakan adalah *non-probability sampling* dengan teknik yang diambil adalah *simple random sampling* dengan pendekatan proporsi sederhana, yaitu 30% dari total populasi. Teknik analisis data

menggunakan metode *Multiple Linear Analysis*. Berdasarkan hasil penelitian, terdapat pengaruh *Hard Skill*, *Soft Skill*, *Spiritual Skill*, dan Komitmen Organisasi terhadap Profesionalisme Karyawan Puskesmas Grogol Sukoharjo. Dapat disimpulkan bahwa berdasarkan perhitungan, diperoleh nilai R kuadrat yang disesuaikan sebesar 0,619. Artinya, variabel *hard skill*, *soft skill*, *spiritual skill*, dan komitmen organisasi berkontribusi terhadap profesionalisme sebesar 61,9%, sedangkan sisanya 38,1% dijelaskan oleh variabel lain yang tidak termasuk dalam penelitian ini.

Kata kunci: Profesionalisme, *Hard Skill*, *Soft Skill*, *Spiritual Skill*, Komitmen Organisasi, Karyawan Puskesmas.

INTRODUCTION

In Law of the Republic of Indonesia No. 17 of 2023 concerning Health, the implementation of health centers specifically has the aim of supporting health transformation, namely prioritizing promotive and preventive. The role of health centers is to create a society that behaves healthily, easily accesses quality health services, lives in a healthy environment, and has the highest level of health for individuals, families, groups, and the community. Health centers or community health centers or commonly are one of the most important public health service facilities in Indonesia.

The Community Health Center is a technical service unit of the district/city service that is responsible for organizing health development in a work area (Ministry of Health, 2011). The Community Health Center is an organizational unit engaged in the field of health services that is at the forefront and has a mission as a center for health service development, which carries out comprehensive and integrated health development and services for the community in a certain work area that has been determined independently in determining service activities but does not include financing aspects. When viewed from the health service system in Indonesia, the role and position of the Community Health Center is as the spearhead of the public health service system such as efforts to improve nutrition, eradicate and prevent infectious diseases, public health education and others.

A person's behavior at work shows the level of professionalism of that person. Companies need employees who work professionally. This professional attitude will help the company in creating high loyalty for its clients and employees. (Rahman & Hardana, 2024). Work professionalism can be seen as a person's talent and ability to complete work according to various disciplines and levels, so being a professional means having the right balance between administrative skills and work requirements (task arrangements). The professionalism of the apparatus develops according to the suitability of talent and work needs, so that the knowledge and abilities of the apparatus represent the direction and goals of the organization (Kamil, Sundjoto & Rahayu, 2023).

Professional employees who have important roles and tasks are required to have special abilities or skills that support the success of their profession. These abilities or skills can be classified into two parts, namely soft skills and hard skills and

both aspects of soft skills and hard skills should get a balanced portion. Hard skills are technical or administrative procedures related to the main job). The hard skills element can be seen from the intelligence quotient thinking which has indicators of the ability to calculate, analyze, design, broad insight and knowledge, make models and be critical (Yuniendel, 2018). Hard skills are abilities that are more technical in nature, such as the ability to master foreign languages, technology, and academic abilities. Hard skills refer to the technical abilities and factual knowledge needed to do the job. Hard skills are technical skills that are inherent or needed for certain professions (Nurhasanah & Suparjono, 2020).

One of the efforts to improve professionalism is through mastery of soft skills. Soft skills are basically a person's skills in relating to others (interpersonal skills) and skills in managing themselves (intrapersonal skills) that are able to develop for maximum work. Soft skills are qualities of self that are internal and external in nature, where if we have these qualities, we will become great, successful and advanced people (Mardianto, Yuliejantiningasih & Miyono, 2019). Soft skills are invisible so that other people cannot immediately see a person's soft skills. For example, a person's ability to adapt or a person's ability to lead. Soft skills can also be said to be interpersonal skills such as the ability to communicate and work together in a group (Novi, Juru & Obon, 2023).

Professionalism can be influenced by internal factors and external factors that directly influence it. Internal factors consist of emotional intelligence and spiritual intelligence or spiritual skills or spiritual quotes. (Sunanto, Mispani & Setiawan, 2022). Spiritual intelligence is a person's ability to face and solve problems related to values and psychology. Low spiritual intelligence and low emotional intelligence can result in low overall institutional performance (Kartika, Setiawati, Saepudin, Rohmatillah & Wahid, 2024).

Organizational commitment is the last element that is considered to be able to improve employee professionalism in working. Employees who can hold organizational commitment where they successfully work are very important for the effectiveness of the organization in achieving its goals. The desired level of organizational commitment is influenced by the level of staff turnover and the willingness of employees to make extra efforts and sacrifices for their superiors.(Kamil, Sundjoto & Rahayu, 2023). Professionalism must be supported by organizational commitment. An individual who has organizational commitment will be bound and have good work loyalty to the organization. Organizational commitment can also make someone have full willingness to realize every goal of the organization itself.

Professionalism must be supported by organizational commitment. An individual who has organizational commitment will be bound and have good work loyalty to the organization. Organizational commitment can also make someone have full willingness to realize every goal of the organization itself. Thus, if a management accountant has a high organizational commitment, it will have a positive impact on the performance carried out (Rahman & Hardana, 2024). Work ethic will form

meaningful activities for life and the work environment. However, in reality, the work ethic has not been running optimally. This is influenced by work culture factors and organizational commitment which will later have an impact on professionalism (Nelson, Dantes & Ariawan, 2020).

In Law no. 17 of 2023, Article 182 (1) The implementation of health centers is supported by competent and professional human resources in the form of medical personnel, health workers, and supporting or supporting health personnel. (2) Medical personnel and health personnel as referred to in paragraph (1) include medical personnel who have competence in the field of family medicine and health personnel who have competence in the field of community health. (3) The head of the health center must have competence in coordinating health resources and primary health service networks in the health center's work area. (4) The central government and regional governments guarantee the fulfillment of the number, type, and quality of human resources in health centers.

The function of Human Resource Management (HRM) is to identify qualified and competent workers. In this case, Grogol Sukoharjo Health Center, in the midst of the dynamic demands faced in health services, the success of employee professionalism is very important. Individual skills such as soft skills, hard skills, and even spiritual dimensions are known as crucial factors in achieving optimal performance in the health service environment.

In 2023, Grogol Sukoharjo Health Center passed accreditation with a Full predicate by LAPKLIN (Indonesian Health Center Clinic and Laboratory Accreditation Institute), with No. YM/02.01D/15261/2023, dated October 10, 2023. By following the Grogol Health Center social media, several complaints from the public were found regarding services ranging from the attitude of registration officers who were not friendly, long waiting times for registration, difficulty in getting referrals, and insufficient waiting rooms. Thus, Grogol Sukoharjo Health Center strives to improve employee performance and professionalism according to service standards and according to community needs. Therefore, individual employee skills such as soft skills, hard skills, and even spiritual skills are needed to achieve optimal performance, and also need to be supported by the commitment of the work environment organization.

RESEARCH METHODS

This study uses a quantitative descriptive method. The quantitative data of this study are in the form of respondents' opinions in the questionnaire. This study was conducted at the Grogol Health Center, Sukoharjo Regency, located at Jalan Raya Grogol No. 47 Grogol, Sukoharjo Regency in December 2024 - January 2025. The location was chosen considering that the Grogol Health Center, Sukoharjo Regency had never been used for the same research and the employee performance was less than optimal. The population of this study was 120 employees of the Grogol Health Center, Sukoharjo Regency. The sample taken in this study was part of the employees of the Grogol Health Center, Sukoharjo Regency, totaling 36 employees (simple

proportion). In this study, the sampling technique used was nonprobability sampling with the technique taken, namely simple random sampling with a simple proportion approach, namely 30% of the total population. In this study, the data was obtained directly from respondents, namely employees of the Grogol Health Center, Sukoharjo Regency. The questionnaire in this study used a closed questionnaire. The statements in the questionnaire were made by giving a score in each respondent's answer with a Likert scale containing 5. The variables used in this study are independent variables and dependent variables. The independent variables used in this study are hard skills (X1), soft skills (X2), and spiritual skills (X3) and organizational commitment (X4). The dependent variable used in this study is professionalism. All data in this study were processed using multiple linear regression with the help of SPSS 24 software.

RESULTS AND DISCUSSION

Multiple Linear Regression Test

Multiple linear regression test is used to find out the pattern of dependent variables that can be predicted through independent variables. Multiple linear regression aims to estimate the magnitude of the regression coefficient and show the magnitude of the influence of several independent variables on the dependent variable (Ghozali, 2018: 86). Based on the multiple regression estimation, the results are as shown in the table below:

Table 1. Multiple Linear Regression Results

No	Variables	Unstandardized B	Information
1	(Constant)	5,456	Positive
2	<i>Hard Skills</i>	0.126	Positive
3	<i>Soft Skills</i>	0.276	Positive
4	<i>Spiritual Skills</i>	0.195	Negative
5	Organizational Commitment	0.579	Positive

Source: Primary data processed in 2024

Based on the table above, it can be seen that the regression equation formed is:

$$Y = 5.456 + 0.126 X_1 + 0.276 X_2 - 0.195 X_3 + 0.579 X_4$$

From this equation it can be explained that:

a. Constant (a)

The constant value of 5.456 shows that the variables of hard skills, soft skills, spiritual skills and organizational commitment if the value is 0 then the professionalism of the Grogol Sukoharjo Health Center employees has a level of professionalism of 5.546.

b. Coefficient *Hard Skills*(b1)

The coefficient value of hard skills or hard skills variable (β_1) is 0.126 with a positive value. This means that every 1-fold increase in hard skills will increase the professionalism of Grogol Sukoharjo Health Center employees by 0.126 assuming other variables are constant.

c. Soft Skills Coefficient (b2)

The coefficient value of soft skills or soft skills variable (β_2) is 0.276 with a positive value. This means that every 1-fold increase in soft skills will increase the professionalism of Grogol Sukoharjo Health Center employees by 0.276 assuming other variables are constant.

d. Spiritual Skills Coefficient (b3)

The value of spiritual skills or spiritual skills variable (β_3) is 0.195 with a negative value. This means that for every 1-fold decrease in spiritual skills, the professionalism of Grogol Sukoharjo Health Center employees will decrease by 0.195 assuming other variables are constant.

e. Organizational Commitment Coefficient (b4)

The value of organizational commitment or organizational commitment variable (β_3) is 0.579 with a positive value. This means that every increase in organizational commitment by 1 time, the professionalism of Grogol Sukoharjo Health Center employees will increase by 0.579 assuming other variables are constant.

Model Feasibility Test

Table 2. Model Testing Results

Model	Fcount	Ftable	Sig.	Standard	Information
Regression	7,462	2.74	0,000	0.05	Eligible Model

Source: Primary data processed in 2024

From the results of the model feasibility test, F count > F table of 7.462 > 2.74 was obtained with a significance of 0.000, meaning that this analysis is significant with a significance level of less than 0.05, so H_0 is rejected and H_a is accepted. In other words, there is an intermediate influence *hard skills*, soft skills, spiritual skills and organizational commitment simultaneously and significantly on the professionalism of the Grogol Sukoharjo Health Center employees and meets the feasibility test for the model.

Hypothesis Testing

Table 3. Hypothesis Testing Results

Hypothesis	count	table	Sig.	Standard	Information
H1	2,928	>1,688	.009	0.05	Ha Accepted
H2	2,980	>1,688	.007	0.05	Ha Accepted
H3	2.213	>1,688	.031	0.05	Ha Accepted

H4	3.965	>1,688	.000	0.05	Ha Accepted
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Source: Primary data processed in 2024

Based on the results of the t-test in the table above, it can be explained in a hypothesis in the following form:

- The Influence of Hard Skills on Professionalism Employees of Grogol Sukoharjo Health Center

The hard skills variable has a value count > table (2,928 >1,688) and significance $0.007 < 0.05$ then H_0 is rejected and H_a accepted. It can be concluded that hard skills have a positive and significant influence regarding the professionalism of the employees of the Grogol Sukoharjo Health Center

- The Influence of Soft Skills on Professionalism Employees of Grogol Sukoharjo Health Center

Soft skills variables have a value count > table (1,980 >1,688) and significance $0.000 < 0.05$ then H_0 is rejected and H_a accepted. It can be concluded that soft skills have a positive and significant influence towards the professionalism of the employees of the Grogol Sukoharjo Health Center.

- The Influence of Spiritual Skills on the Professionalism of Grogol Sukoharjo Health Center Employees

The spiritual skills variable has a value count > table (2,213 >1,688) and significance $0.031 < 0.05$ then H_0 is rejected and H_a accepted. It can be concluded that spiritual skills have an influence towards the professionalism of the Grogol Sukoharjo Health Center employees.

- The Influence of Organizational Commitment on Professionalism Employees of Grogol Sukoharjo Health Center

The Organizational Commitment variable has a valuecount < table (3,965>1,688) and significance $0.000 < 0.05$ then H_0 is rejected and H_a accepted. It can be concluded that organizational commitment has a positive and significant effect towards the professionalism of the Grogol Sukoharjo Health Center employees.

Coefficient of Determination Test (R²)

Table 4. Determination Coefficient Results

<i>Model</i>	<i>R</i>	<i>R Square</i>	<i>Adjusted R Square</i>	<i>Information</i>
1	0.787	0.699	0.619	Eligible Model

Source: Primary data processed in 2024

Based on the calculation results, the adjusted R square value is 0.619. This means that the variables of hard skills, soft skills, spiritual skills and organizational commitment contribute to professionalism by 61.9% while the remaining 38.1% is explained by other variables not proposed in this study.

Discussion

1. The Influence of Hard Skills on Professionalism Employees of Grogol Sukoharjo Health Center

The hard skills variable has a value count > table (2,928 > 1,688) and significance $0.007 < 0.05$ then H_0 is rejected and H_a is accepted. It can be concluded that hard skills have a positive and significant effect towards the professionalism of the Grogol Sukoharjo Health Center employees.

The results of research on hard skills have a positive and significant influence on professionalism. Grogol Sukoharjo Health Center employees are in line with research conducted by Nurhasanah (2020) and Yuniendel (2018) which found that hard skills have an influence on employee professionalism.

The technical abilities or hard skills of the employees of the Grogol Sukoharjo Health Center have been in accordance with the field of work or competence of each profession. Hard skills which are the main skills of employees according to their respective professions have proven to be suitable for improving employee professionalism so that productivity can also increase.

2. The Influence of Soft Skills on Professionalism Employees of Grogol Sukoharjo Health Center

Soft skills variables have a value count > table (1,980 > 1,688) and significance $0.000 < 0.05$ then H_0 is rejected and H_a is accepted. It can be concluded that soft skills positive and significant influence towards the professionalism of the employees of the Grogol Sukoharjo Health Center.

The results of research on soft skills have a positive and significant influence on professionalism according to research. Novi(2023) and Murdianto, Yulejantiningasih & Miyono(2019) who found that soft skills have a positive and significant influence on professionalism.

The non-technical or soft skills possessed by the employees of the Grogol Sukoharjo Health Center are currently sufficient to support technical skills according to their respective professions so that services to the community can be improved and employee performance can also improve.

The more soft skills increase, the more the level of employee professionalism increases.

3. The Influence of Spiritual Skills on Professionalism towards Professionalism Employees of Grogol Sukoharjo Health Center.

The spiritual skills variable has a value count > table (2,213 > 1,688) and significance $0.031 < 0.05$ then H_0 is rejected and H_a is accepted. It can be concluded that spiritual skills have an effect towards the professionalism of the Grogol Sukoharjo Health Center employees.

Research on spiritual skills towards professionalism Grogol Sukoharjo Health Center employees according to research by Sunanto, Mispani &

Setiawan (2022) and research Kartika (2024) found that spiritual intelligence has a positive and significant influence on employee professionalism.

Other non-technical abilities in the form of spiritual skills that are also possessed by the employees of the Grogol Sukoharjo Health Center are currently sufficient to support technical skills (hard skills) and soft skills according to their respective professions so that services to the community can be improved and employee performance also increases because it is supported by the belief from within each employee that serving or providing benefits to the community has its own spiritual value for employees because it can be a field of charity to get rewards and rewards for these virtues in the afterlife according to the religion or beliefs of each employee. The higher the spiritual skills, the higher the professionalism.

4. The Influence of Organizational Commitment on the Professionalism of Employees at the Grogol Sukoharjo Health Center

The organizational commitment variable has a value count < table (3,965 > 1,688) and significance $0.000 < 0.05$ then H_0 is rejected and H_a is accepted. It can be concluded that organizational commitment has a positive and significant effect towards the professionalism of the Grogol Sukoharjo Health Center employees.

The results of the research on organizational commitment to the professionalism of employees at the Grogol Sukoharjo Health Center have a positive and significant influence according to research conducted by Kamil, Sundjoto & Rahayu (2023), Rahman & Hardana (2024) and Nelson, Dantes & Ariawan (2020) found that organizational commitment has a positive and significant effect on professionalism.

The employees of the Grogol Sukoharjo Health Center have a very high commitment to their institution, so that in their daily work practices, they always show enthusiasm to advance the institution well in terms of improving services to the community who come to get health services and to realize the vision and mission of the health center to achieve goals, both short-term, medium-term and long-term goals.

CONCLUSION AND SUGGESTIONS

Based on the results of the study, there is an Influence of Hard Skills, Soft Skills, Spiritual Skills and Organizational Commitment on the Professionalism of Grogol Sukoharjo Health Center Employees, it can be concluded that Based on the calculation results, the adjusted R square value is 0.619. This means that the variables of hard skills, soft skills, spiritual skills and organizational commitment contribute to professionalism by 61.9% while the remaining 38.1% is explained by other variables not proposed in this study.

Increasing employee awareness in improving technical skills or hard skills according to their respective professions in daily work by continuing education,

training and participating in scientific forums that support their profession. Maintaining and improving non-technical skills or soft skills according to the conditions and abilities of employees in order to improve the performance of health center employees in general. Maintaining and improving non-technical skills or spiritual skills according to the religion and beliefs of each employee in order to improve the performance of health center employees through a spiritual approach.

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